

Abstract of the Disclosure

A user of a mobile device, e.g., a WAP enabled wireless telephone, may call an information service for assistance, e.g., requesting desired telephone numbers, event schedules, movie listings, restaurant recommendations, 5 etc. In accordance with the invention, the requested information is organized and maintained for the user in a data location, e.g., a WAP site, which can be accessed by the user using the mobile device at the user's convenience. For example, after accessing the previously requested 10 listings on the WAP site, the user may utilize the mobile device to initiate calls to selected telephone numbers, make reservation for selected events, or obtain directions to selected venues in such listings. In accordance with an aspect of the invention, when a call is connected through 15 the information service, the user is afforded a first set of options displayed on the mobile device for selection after the call is successfully completed. Otherwise, if the call cannot be successfully completed, the user is afforded a second set of displayed options to obtain further assistance 20 from the information service.